



Agenda Date: 5/15/02  
Agenda Item: 3C

## **STATE OF NEW JERSEY**

### **Board of Public Utilities**

*Two Gateway Center  
Newark, NJ 07102*

IN THE MATTER OF A REQUEST BY )  
COMCAST CABLEVISION OF SOUTH )  
JERSEY, INC. FOR PERMISSION TO CLOSE )  
AND RELOCATE A CUSTOMER SERVICE )  
OFFICE IN THE CITY OF NORTHFIELD )

CABLE TELEVISION

ORDER OF APPROVAL

BPU DOCKET NO. CO01110795

(SERVICE LIST ATTACHED)

BY THE BOARD:

This matter considers a request by Comcast Cablevision of South Jersey, Inc., a cable company holding Certificates of Approval and conducting cable television business in the State of New Jersey, with its principal office at 1846 North West Boulevard, Vineland, NJ 08360, to close and relocate its customer service office located at 1344 Tilton Road, in the City of Northfield, County of Atlantic to a new location at 625 Tilton Road, also in the City of Northfield, County of Atlantic.

By way of background, on November 8, 2001, Comcast filed a verified petition, pursuant to N.J.A.C. 14:18-5.1 seeking Board approval of the proposed office closing and relocation. Petitioner asserts that the relocation is desirable in order to provide greater convenience to its subscribers.

The Petitioner asserts that the relocation is desirable since the new location will afford improved conditions to the customers of Comcast, including more parking spaces, and an enlarged public area. Petitioner further asserts that the new office is located about 7/10 of a mile away from the current office.

No jobs will be eliminated or added as a result of the proposed office relocation. At the present customer service location, Petitioner employs two cashiers to assist walk-in customers with equipment exchanges, equipment troubleshooting, payment processing, change in service processing and installation and service call scheduling. Petitioner represents that all existing customer service personnel will be transferred to the new location and that all services presently available at the current office, and its hours of operation (9:00am to 5:00pm, Monday through Friday) will likewise be continued at the new location.

Petitioner posted notice of the proposed front counter closing and relocation, as required by N.J.A.C. 14:18-5.1, at its current office at 1344 Tilton Road in Northfield. Notice was also

published on November 16, 2001 in the "The Press" of Atlantic City, a newspaper of general circulation in the Petitioner's service area. Additionally, the Petitioner sent a letter of advisement to the municipal clerk of the affected municipality on November 13, 2001.

However, following its review, Staff identified and notified Petitioner's counsel of an issue regarding the form of the published and posted notice. Such notices failed to include a toll free number or local exchange number for the company as required by N.J.A.C. 14:18-5.1 (d).

Staff advises that no objections from either the affected municipalities or the customers served by the office in question have been filed arising from Petitioner's notice.

In the absence of filed objections to the proposed relocation, the Board notes that in other recent petitions involving a similar notice defect, Petitioners have not always been required to re-notice for a failure to post a local company number in their notice. Such notices generally direct all interested parties to file written comments with the Board within a thirty (30) day timeframe, and are intended to take the place of public hearings. Therefore, the posting of a local company number could potentially confuse subscribers and lead them to believe that a call to the company was sufficient to voice their objection to the petition, when verbal or written comments to the Board are more appropriate for that purpose. Accordingly, as part of its recommendation, Staff indicated its support for the granting of a waiver for the deficient notice.

The proposed office closing and relocation conforms with all existing franchise commitments and obligations in the Certificate of Approval and municipal consent agreement for the municipality served by the current office.

The Board having reviewed the petition and considered the supporting documentation, as well as the absence of objections to the closing and relocation, FINDS that the proposed change will not adversely affect the subscribers in the system.

Accordingly, after consideration of this matter, the Board HEREBY APPROVES the Petitioner's request and grants a waiver of the requirements of N.J.A.C. 14:18-5.1(d).

DATED: May 16, 2002

BOARD OF PUBLIC UTILITIES  
BY:

(signed)

JEANNE M. FOX  
PRESIDENT

(signed)

FREDERICK F. BUTLER  
COMMISSIONER

(signed)

CAROL J. MURPHY  
COMMISSIONER

(signed)

CONNIE O. HUGHES  
COMMISSIONER

ATTEST:

(signed)

KRISTI IZZO  
BOARD SECRETARY

**I/M/O A REQUEST BY COMCAST CABLEVISION OF SOUTH JERSEY, INC.,  
FOR PERMISSION TO CLOSE AND RELOCATE A CUSTOMER  
SERVICE OFFICE IN THE CITY OF NORTHFIELD**

**Docket No. CO01110795**

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